

**From:** Thomas Cattell  
**To:** Microsoft ATR  
**Date:** 11/16/01 10:36pm  
**Subject:** DOJ consumer comments

Dear Department of Justice,

Thank you for providing an opportunity for consumers to comment about the current Microsoft legal situation.

My family runs a small business. We are shopping for a new network and work stations. We are talking to a lot of people, and reviewing how best to do our work. We currently use a server run on Novell network software and a program sold by Symantec in the 1980s. We do use Microsoft Outlook Express for our e-mail.

We have found Microsoft to be most responsive to our current needs, both personally and with the software applications they have packaged. They are great marketers as well - they consider the customer's needs and work to fulfill them.

My mother and I attended a Microsoft Big Day event on Wednesday where our questions were answered and an overview of all the programs was presented. They have what we need to keep our business running efficiently - much better than we have been running it! We have not been able to find any other company who can supply our needs as neatly packaged and as easily to operate as Microsoft has.

I would find myself against anything that would break up their product as there is nothing to do the job as efficiently for those of us that are FAR from experts.

Thanks once again for this opportunity to comment.

Tom

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